

Enterprise Incident Report May 2011

As of 6/1/2011

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Community and Culture	1 0	62 27	63 27
Customer Company Total	1 0	62 27	63 27

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Community and Culture	1	62	63
	0	16	16
Customer Company Total	1	62	63
	0	16	16

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Community and Culture	1 0.43	62 1.61	63 1.59
Customer Company Total	1 0.43	62 1.61	63 1.59

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Community and Culture	1 0	62 6	63 6
Customer Company Total	1 0	62 6	63 6

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Community and Culture	1 0.43	62 4.65	63 4.58
Customer Company Total	1 0.43	62 4.65	63 4.58

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Detail

INC000000296838	Jeffery Fullmer Campus Networking	Wireless Connectivity Jordy Davis	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.46 131.93
INC000000299980	Marianne Wilson Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.83 26.82
INC000000305658	Carolyn Sweeney Metro B Help Desk	Application Val Shepherd	Password Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305659	Claudia Borjas Metro B Desktop Support	Network Cindy Reed	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 4.30
INC000000305897	Chris Frederickson Metro A Desktop Support	Application Burton Brown	Error Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.14
INC000000306272	Debbie Reese Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.41
INC000000306336	Jeffery Fullmer Metro D North Desktop Support	PC/Laptop Ryan Casey	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
INC000000306337	Jeffery Fullmer Metro D North Desktop Support	PC/Laptop Ryan Casey	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
INC000000306340	Jeffery Fullmer Metro D North Desktop Support	PC/Laptop Ryan Casey	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.68
INC000000306391	Ronald Rood Metro B Desktop Support	PC/Laptop Cindy Reed	Performance Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.73 12.64
INC000000306873	Kathy Kirtz Network Operations	Wireless Connectivity Brian Chatwin	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.32 2.37
INC000000306923	Kristen Jensen Metro B Help Desk	Network Janet Hongsyvilay	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000307473	Chris Frederickson Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000307475	Sanobi Johnson Metro A Desktop Support	Application Burton Brown	Error Community and Culture	Adobe Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000307688	Jean Irwin Metro B Help Desk	Application Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308116	Alycia Aldrich Voice/Data/WAN Services	Wireless Connectivity Art Scott	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 2.76

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INC000000308603	Kathy Kirtz Metro A Desktop Support	Application Burton Brown	Reporting Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.85 1.85
INC000000309190	Sharon Chalmers Metro B Desktop Support	PC/Laptop Torri Randa	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.84
INC000000309601	Justin Hudspeth Metro A Help Desk	Network Cindy Schroeder	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.51 1.69
INC000000309615	Justin Hudspeth Metro A Help Desk	Network Cindy Schroeder	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.40
INC000000309662	Claudia Nakano Metro A Hosting	Server Chris Kunde	Error Community and Culture	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000309720	Justin Hudspeth Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000310192	Lynette Lloyd Security	Network Sharon Smith	Incident Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	42.15 42.15
INC000000310213	Mary Ellen Martinez Metro B Desktop Support	Network Matthew Blunk	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 1.58
INC000000310310	Donna Morris Metro B Desktop Support	Application Matthew Blunk	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.67
INC000000310364	Fotu Katoa Metro B Help Desk	Network Janet Hongsyvilay	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000310718	Londi Rowley Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.32 3.32
INC000000311348	Ronald Van Harten Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312041	Kathy Kirtz Metro D Help Desk	None Doug Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312376	Lynnette Hiskey Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.22 3.22
INC000000312566	Claudia Borjas Help Desk	PC/Laptop Brenda Treadway	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000312572	Jane Van Wagoner Application Services	Application Martin Gonzalez	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 12.82
INC000000312947	Kirsten Darrington Metro B Help Desk	Network Janet Hongsyvilay	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.46

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INC000000313342	Marianne Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.51
INC000000313691	Yvette Rhodes	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000314068	Rhonda Wilkinson	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314716	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314720	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314853	Kathy Kirtz	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315251	Bradley Carpenter	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000315541	Sara Wever	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 1.44
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.44
INC000000315715	Lynette Lloyd	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.67
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.81
INC000000316197	Sheryl Featherstone	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.81
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.81
INC000000316397	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000316768	Amanda Rock	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 1.14
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.14
INC000000316864	Brian Richards	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317181	Marianne Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000318169	Sheryl Featherstone	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000318777	Yvette Rhodes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Jed Patrick	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000318870	Yvette Rhodes	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.06

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INC000000319278	Leah Garrett Metro B Help Desk	PC/Laptop Val Shepherd	Hardware Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.88
INC000000319499	Amanda Rock Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.76
INC000000319781	George Schoemaker Metro B Hosting	Network Paul Engberson	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 4.47
INC000000320566	Sarah Pitkin Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 1.08
INC000000320688	Sharon Chalmers Metro B Desktop Support	PC/Laptop Torri Randa	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.65 4.04
INC000000320775	Kristen Jensen Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000320892	Kristen Jensen Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320945	Kathy Kirtz Metro A Desktop Support	Application Burton Brown	Reporting Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.40 8.40
INC000000321390	Sheryl Featherstone Metro A Desktop Support	Application Burton Brown	Password Community and Culture	Contribute Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.35 3.35
INC000000321735	Curtis Bell Help Desk	Application Vicky Marrelli	Password Community and Culture	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.77
INC000000321908	Jane Van Wagoner Voice Operations	Telecom Britany Finlay	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.57
INC000000322527	Darci Card Metro B Desktop Support	PC/Laptop Torri Randa	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.32 3.34
INC000000323206	Lani Nisbet Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10